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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/823,626	03/30/2001	David K. Braverman	COS99036	6953

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MCI, INC
TECHNOLOGY LAW DEPARTMENT
1133 19TH STREET NW, 10TH FLOOR
WASHINGTON, DC 20036

EXAMINER

LEROUX, ETIENNE PIERRE

ART UNIT	PAPER NUMBER
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2161

DATE MAILED: 05/20/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/823,626

Applicant(s)

BRAVERMAN, DAVID K.

Examiner

Etienne P LeRoux

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 14 January 2005.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-34 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-34 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 30 March 2001 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- 11) ☐ The proposed drawing correction filed on _____ is: a) ☐ approved b) ☐ disapproved by the Examiner.
- If approved, corrected drawings are required in reply to this Office action.
- 12) ☐ The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. §§ 119 and 120

- 13) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.
- 14) ☒ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).
- a) ☐ The translation of the foreign language provisional application has been received.
- 15) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449) Paper No(s) _____
- 4) ☐ Interview Summary (PTO-413) Paper No(s). _____
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other:

Claims Status

Claims 1-34 are pending. Claims 1-34 are rejected as detailed below.

Claim Rejections - 35 USC § 103

1. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

Claims 1-28 and 30-33 are rejected under 35 U.S.C. 103(a) as being unpatentable over US Pat No 5,787,416 issued to Tabb et al (hereafter Tabb), in view of Pub No US 2002/0026410 issued to Woloshin et al (hereafter Woloshin and further in view of Pub No US 2002/0131561 issued to Gifford et al (hereafter Gifford).

Claims 1, 6, 11, 16, 21, 26 and 32:

Tabb discloses:

storing account information of a plurality of customers in a database, the account information including information for associating each of the plurality of customers with a particular agent among a plurality of agents [a given sales representative reads on a particular agent, col 17, lines 48-60];

generating a list of customer accounts corresponding to the particular agent from the account information [each representative is associated with a list of customers and each customer is associated with a list of orders, col 17, lines 48-60]

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displaying the list via a web browser to the agent [inherently disclosed because a hypertext report is available for a browse sequence, col 3, line 64 – col 4, line 5, and a report shows a list of customer orders for a particular sales representative, col 17, lines 48-60].

Tabb discloses the essential elements of the claimed invention as noted above but does not disclose detecting an event that changes an association between one of the customers and the particular agent and generating an electronic mail message describing the event and sending the electronic mail message to the particular agent. Woloshin discloses detecting an event that changes an association between one of the customers and the particular agent and generating an electronic mail message describing the event and sending the electronic mail message to the particular agent [confirms receipt of application, paragraph 20]. It would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Tabb to include detecting an event that changes an association between one of the customers and the particular agent and generating an electronic mail message describing the event and sending the electronic mail message to the particular agent as taught by Woloshin for the purpose of informing a sales representative that a new application has been processed [paragraph 20]. The ordinarily skilled artisan would have been motivated to improve the above combination of references per the above for the purpose of sending an e-mail to the representative in order to create an on-line application processing system [paragraph 17].

Tabb discloses the essential elements of the claimed invention as noted above but does not disclose determining whether the particular agent has enabled notification of account changes, and in response to detecting the event and determining that the particular agent has enabled notification of account changes. Gifford discloses determining whether the notification

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of account changes has been enabled [Gifford, paragraph 1555, step 520]. It would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Tabb to include determining whether the particular agent has enabled notification of account changes, and in response to detecting the event and determining that the particular agent has enabled notification of account changes [Gifford, paragraph 1555, step 520] as taught by Gifford for the purpose of receiving only electronic mails that require an action by the representative.

Claims 2, 7, 12, 17, 22 and 27:

The combination of Tabb, Woloshin and Gifford discloses the elements of claims 1, 6, 11, 16, 21, and 26 as noted above and furthermore, Tabb discloses drilling down to view a particular customer invoice associated with a particular customer account selected from the list [Fig 3f]

Claims 3, 8, 13, 18, 23, 28 and 33 :

The combination of Tabb, Woloshin and Gifford discloses the elements of claims 1, 6, 11, 16, 21, and 26 as noted above but does not disclose wherein the event includes a new enrollment of the one of the customers or an account cancellation of the one of the customers. Woloshin discloses wherein the event includes a new enrollment of the one of the customers or an account cancellation of the one of the customers [paragraph 20]. It would have been obvious to one of ordinary skill in the art at the time the invention was made to modify the above combination of references to include wherein the event includes a new enrollment of the one of the customers or an account cancellation of the one of the customers as taught by Woloshin for the purpose of informing a sales representative that a new application has been processed [paragraph 20]. The ordinarily skilled artisan would have been motivated to improve the above

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combination of references per the above for the purpose of sending an e-mail to the representative in order to create an on-line application processing system [paragraph 17].

Claims 4, 9, 14, 19, 24 and 30:

The combination of Tabb, Woloshin and Gifford discloses the elements of claims 1, 6, 11, 16, 21 and 26 as noted above and furthermore, Gifford discloses displaying at least one option to the particular agent for selectively enabling or disabling the notification of account changes [paragraphs 154 and 155]

Claims 5, 10, 15, 20, 25 and 31:

The combination of Tabb, Woloshin and Gifford discloses the elements of claims 1, 6, 11, 16, 21 and 26 as noted above and furthermore, Tabb discloses wherein the customer account in the storing step is associated with a user identification of the particular agent [employee ID serves as primary key for the representative, col 18, lines 50-60].

2. Claims 29 and 34 are rejected under 35 U.S.C. 103(a) as being unpatentable over the combination of Tabb LaFore, Gifford and Woloshin and further in view of Pub No US 2001/0047347 issued to Perell et al (hereafter Perell).

Claims 29 and 34:

The combination of Tabb, Woloshin and Gifford discloses the elements of claims 26 and 32 as noted above but fails to disclose e-mail notification mechanism enabling a sales representative to specify automatic receipt of e-mail notification message when a customer cancels an e-billing customer account. Woloshin discloses an e-mail notification mechanism to notify a sales representative [par 20]. It would have been obvious to one of ordinary skill in the

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art at the time the invention was made to modify Tabb to include an e-mail notification mechanism as taught by Woloshin for the purpose of informing a sales representative of a new customer [par 20]. The ordinarily skilled artisan would have been motivated to improve the invention of Tabb per the above for the purpose of sending an e-mail to the representative in order to create an on-line application processing system [par 17].

The combination of Tabb and Woloshin disclose the elements of claim 29 except for the automatic receipt of an e-mail notification when a customer cancels an e-billing account. Perell discloses automatic receipt of e-mail notification when a customer cancels an e-billing account [par 311]. It would have been obvious to one of ordinary skill in the art at the time the invention was made to modify the combination of Tabb and Woloshin to include automatic receipt of e-mail notification when a customer cancels an e-billing account for the purpose of informing a company representative that an existing account has been cancelled. The ordinarily skilled artisan would have been motivated to modify the combination of Tabb and Woloshin per the above for the purpose of sending an e-mail to the representative in order to create an on-line application processing system [par 17].

Response to Arguments

Applicant's arguments filed 1/14/2005 were carefully considered and found persuasive but are now moot based on supra new grounds of rejection necessitated by applicant's claim amendments.

Conclusion

Applicant's submission of the requirements for the joint research agreement prior art exclusion under 35 U.S.C. 103(c) on 1/14/2005 prompted the new ground(s) of rejection under 37 CFR 1.109(b) presented in this Office action. Accordingly, THIS ACTION IS MADE FINAL. See MPEP § 706.02(l)(3). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed; and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Etienne P LeRoux whose telephone number is (571) 272-4022. The examiner can normally be reached on 8:00-4:30.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Safet Metjahic can be reached on (571) 272-4023. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Etienne LeRoux

5/3/2005


MOHAMMAD ALI
PRIMARY EXAMINER